



# National

# Awards *for* Excellence 2009

**BEST DELUXE HOTEL ACCOMMODATION 5+ STAR**

**HOTEL/VENUE:**

**DATE VISITED:**

The hotels nominated in this category must have 24 hour reception, room service, valet parking and housekeeping. There must be a choice of dining facilities, bar - 7 days/week. Concierge services, dedicated business centre, conference rooms (minimum 30 pax), gymnasium, pool/spa. This category is judged solely by an anonymous site inspection

➔ **Circle corresponding score and write given number at end of line**

**HOTEL FACILITIES**

|   |   |   |   |   |   |       |
|---|---|---|---|---|---|-------|
| Impressive & relative design, décor & characteristics   | 1 | 2 | 3 | 4 | 5 | _____ |
| Appropriate ambiance & lighting   | 1 | 2 | 3 | 4 | 5 | _____ |
| Attention to cleanliness and hygiene  | 1 | 2 | 3 | 4 | 5 | _____ |
| Attractive & well maintained hotel exterior   | 1 | 2 | 3 | 4 | 5 | _____ |
| Quality of In-house plants and flower arrangements  | 0 | 1 | 2 |   |   | _____ |
| Appropriate background music at the right volume  | 0 | 1 | 2 |   |   | _____ |
| Relative & innovative in-house marketing  | 1 | 2 | 3 | 4 | 5 | _____ |
| Adequate security and safety  | 1 | 2 | 3 | 4 | 5 | _____ |
| Variety of relative food & beverage outlets   | 1 | 2 | 3 | 4 | 5 | _____ |
| Professional conference facilities  | 1 | 2 | 3 | 4 | 5 | _____ |
| Proximity and quality of gym and sauna,   | 1 | 2 | 3 | 4 | 5 | _____ |
| Proximity and quality of pool and spa   | 1 | 2 | 3 | 4 | 5 | _____ |
| Professional business centre i.e high speed internet, and operational facsimile machines, photocopier etc | 1 | 2 | 3 | 4 | 5 | _____ |

**Hotel facilities Score:**

**/59**

**Hotel facilities Comments:**

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**FRONT DESK**

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|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Adequate floor space and layout of reception | 0 | 1 | 2 | - | - |
| Area clean and hygienically maintained       | 1 | 2 | 3 | 4 | 5 |
| Accuracy of account                          | 1 | 2 | 3 | 4 | 5 |
| Ease and efficiency of reservation Process   | 1 | 2 | 3 | 4 | 5 |

**FRONT DESK SERVICES**

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|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Agent uses guest s name during checkin                                       | 0 | 1 | 2 | - | - |
| Pleasant parting salutation  | 0 | 1 | 2 | - | - |
| Agent makes eye contact and recognise guest immediately upon welcome         | 1 | 2 | 3 | 4 | 5 |
| Check-in accuracy of details and requests                                    | 1 | 2 | 3 | 4 | 5 |
| Agent promotes the various hotel facilities                                  | 1 | 2 | 3 | 4 | 5 |
| Staff grooming and uniform   | 1 | 2 | 3 | 4 | 5 |
| Revert back with answers to queries in a timely manner                       | 1 | 2 | 3 | 4 | 5 |
| Speak to the guest in a friendly, enthusiastic and courteous tone and manner | 1 | 2 | 3 | 4 | 5 |
| Offered to be escorted to room upon arrival                                  | 0 | 1 | 2 |   |   |
| Escort explained the features of the room                                    | 1 | 2 | 3 | 4 | 5 |

**Front desk Score:** /58

**Front desk Comments:**

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**CONCIERGE SERVICES**

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|   |   |   |   |   |   |
|---|---|---|---|---|---|
| Speak to the guest in a friendly, enthusiastic and courteous manner | 1 | 2 | 3 | 4 | 5 |
| Staff grooming and uniform  | 1 | 2 | 3 | 4 | 5 |
| Staff knowledge of local tourist attractions and current events     | 1 | 2 | 3 | 4 | 5 |
| Revert back with answers to queries in a timely manner              | 1 | 2 | 3 | 4 | 5 |
| Luggage delivered in a timely manner                                | 1 | 2 | 3 | 4 | 5 |
| Efficiency & proximity of valet parking                             | 1 | 2 | 3 | 4 | 5 |

**Concierge Score:** /30

**Concierge Comments:**

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**INHOUSE OPERATOR SERVICES**

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|                            |   |   |   |   |   |
|----------------------------|---|---|---|---|---|
| Did agent use guest s name | 0 | 1 | 2 | - | - |
|----------------------------|---|---|---|---|---|

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|   |   |   |   |   |   |  |
|---|---|---|---|---|---|--|
| Speak to the guest in a friendly, enthusiastic and courteous manner | 1 | 2 | 3 | 4 | 5 |  |
| Revert back with answers to queries in a timely manner              | 1 | 2 | 3 | 4 | 5 |  |

**In-house operator services score:** /12

**In-house operator services comments:**

### GUEST ROOM FACILITIES

|   |   |   |   |   |   |  |
|---|---|---|---|---|---|--|
| Condition of entrance door  | 0 | 1 | 2 | - | - |  |
| Quality of one-way peephole   | 0 | 1 | 2 | - | - |  |
| Safety and security instruction and emergency evacuation procedures displayed | 0 | 1 | 2 | - | - |  |
| Legal notices (Innkeepers Act) clearly displayed                              | 0 | 1 | 2 | - | - |  |
| Effective bed lamps   | 0 | 1 | 2 | - | - |  |
| Radio / Clock / Alarm set on correct time                                     | 0 | 1 | 2 | - | - |  |
| Double lock system or safety chain provided                                   | 0 | 1 | 2 | - | - |  |
| Self-closing door mechanism in working order                                  | 0 | 1 | 2 | - | - |  |
| Condition of bedside table or shelf   | 0 | 1 | 2 | - | - |  |
| Condition of wardrobes: hangers and ironing facilities                        | 0 | 1 | 2 | - | - |  |
| Condition of drawer / shelf / desk / waste bin / luggage rack                 | 0 | 1 | 2 | - | - |  |
| Soundproofing   | 0 | 1 | 2 | - | - |  |
| Presentation/quality of welcome amenity in guest room                         | 1 | 2 | 3 | 4 | 5 |  |
| Stationery / in-house marketing provided and in wrinkle free condition        | 0 | 1 | 2 | - | - |  |
| Functional safe   | 0 | 1 | 2 | - | - |  |
| Condition of desk / office chair  | 0 | 1 | 2 | - | - |  |
| Condition of paint & woodwork   | 0 | 1 | 2 | - | - |  |
| Condition of refrigerator   | 0 | 1 | 2 | - | - |  |
| Quality of Tea / coffee making facilities                                     | 1 | 2 | 3 | 4 | 5 |  |
| Adequate seating for meals  | 0 | 1 | 2 | - | - |  |
| Condition of armchair / lounge seating  | 0 | 1 | 2 | - | - |  |
| Working order of lighting / power points / switches                           | 0 | 1 | 2 | - | - |  |
| Presentation/layout of room   | 1 | 2 | 3 | 4 | 5 |  |
| Condition / standard of bed / mattress / base                                 | 1 | 2 | 3 | 4 | 5 |  |
| Condition of linen/pillows/blanket etc  | 1 | 2 | 3 | 4 | 5 |  |
| Television / radio / CD / DVD / telephone all functioning                     | 1 | 2 | 3 | 4 | 5 |  |

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| DVD / Entertainment Channels                         | 1 | 2 | 3 | 4 | 5 |
| Access to High speed internet access                 | 1 | 2 | 3 | 4 | 5 |
| Quality of mini bar set-up and selection             | 1 | 2 | 3 | 4 | 5 |
| Overall cleanliness including dusting, vacuuming etc | 1 | 2 | 3 | 4 | 5 |

### WINDOWS & DRAPES

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Windows clean and functional   | 0 | 1 | 2 | - | - |
| Curtains / blinds dust-free, clean, in good condition and functional | 0 | 1 | 2 | - | - |
| Curtains / blinds sufficiently blockout light                        | 0 | 1 | 2 | - | - |

### HEATING & AIR CONDITIONING

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Comfortable room temperature                                   | 0 | 1 | 2 | - | - |
| Controls easily located and easy to operate                    | 0 | 1 | 2 | - | - |
| In good working order, noise level, grills clean and dust free | 1 | 2 | 3 | 4 | 5 |

### FLOOR COVERINGS

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| Condition / cleanliness carpeted area             | 0 | 1 | 2 | - | - |
| Condition / cleanliness tiled or similar surfaces | 0 | 1 | 2 | - | - |

**Guest room facilities score: /109**

**Guest room facilities comments:**

### BATHROOM FACILITIES

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Quality of towelling                               | 1 | 2 | 3 | 4 | 5 |
| Availability and quality of bathrobes              | 1 | 2 | 3 | 4 | 5 |
| Conveniently located clothes hooks and towel rails | 0 | 1 | 2 | - | - |
| Effective light distribution                       | 0 | 1 | 2 | - | - |
| Effective ventilation / heating / cooling          | 0 | 1 | 2 | - | - |
| Condition of cistern / plumbing/ seat / lid        | 0 | 1 | 2 | - | - |
| Adequate toilet paper provided soft texture        | 0 | 1 | 2 | - | - |
| Condition of vanity, plug and bench size           | 0 | 1 | 2 | - | - |
| Clean drinking glasses supplied                    | 0 | 1 | 2 | - | - |
| Convenient power points                            | 0 | 1 | 2 | - | - |
| Dust free exhaust                                  | 0 | 1 | 2 | - | - |
| Presentation & cleanliness overall                 | 1 | 2 | 3 | 4 | 5 |

|   |   |   |   |   |   |  |
|---|---|---|---|---|---|--|
| Quality / quantity of personal amenities <sup>d</sup> & refreshed daily | 1 | 2 | 3 | 4 | 5 |  |
| Condition of showerhead / taps  | 1 | 2 | 3 | 4 | 5 |  |

**Bathroom facilities score:** /43

**Bathroom facilities comments:**

**TURN DOWN SERVICE**

|                                     |   |   |  |  |  |  |
|-------------------------------------|---|---|--|--|--|--|
| Quality of bed turn down            | 0 | 1 |  |  |  |  |
| Waste bins emptied                  | 0 | 1 |  |  |  |  |
| Towels refreshed                    | 0 | 1 |  |  |  |  |
| Fragrance on pillow                 | 0 | 1 |  |  |  |  |
| Complimentary bottled water offered | 0 | 1 |  |  |  |  |
| Gift on pillow                      | 0 | 1 |  |  |  |  |
| Weather update left                 | 0 | 1 |  |  |  |  |
| Dimming of lights                   | 0 | 1 |  |  |  |  |
| Slippers left next to bed           | 0 | 1 |  |  |  |  |
| Pillow menu offered                 | 0 | 1 |  |  |  |  |
| Extra service, please explain       | 0 | 1 |  |  |  |  |

**Turn down service Score:** /11

**Turn down service Comments:**

**HOUSEKEEPING SERVICE**

|   |   |   |   |   |   |  |
|---|---|---|---|---|---|--|
| Knock before entry  | 0 | 1 | 2 |   |   |  |
| Staff grooming and uniform  | 1 | 2 | 3 | 4 | 5 |  |
| Speak to the guest in a friendly, enthusiastic and courteous manner | 1 | 2 | 3 | 4 | 5 |  |

**Housekeeping service Score:** /12

**Housekeeping service Comments:**

**LAUNDRY & DRY-CLEANING**

|                                      |   |   |   |  |  |  |
|--------------------------------------|---|---|---|--|--|--|
| Quality of laundering / dry cleaning | 0 | 1 | 2 |  |  |  |
|--------------------------------------|---|---|---|--|--|--|

|                             |   |   |   |  |  |
|-----------------------------|---|---|---|--|--|
| Presentation of garments    | 0 | 1 | 2 |  |  |
| Pick-up / return efficiency | 0 | 1 | 2 |  |  |

**Laundry & dry-cleaning Score:** /6

**Laundry & dry-cleaning Comments:**

### BREAKFAST

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Pleasant ambience, background music / lighting                   | 0 | 1 | 2 |   |   |
| Plates warm for warm food and cool for cold food                 | 0 | 1 | 2 |   |   |
| Accuracy of account  | 0 | 1 | 2 |   |   |
| Menu presentation, innovation, selection and diversity           | 1 | 2 | 3 | 4 | 5 |
| Quality of food  | 1 | 2 | 3 | 4 | 5 |
| Buffet looked appetizing at all times and constantly replenished | 1 | 2 | 3 | 4 | 5 |
| Food served at the correct temperature                           | 1 | 2 | 3 | 4 | 5 |
| Quality of beverages   | 1 | 2 | 3 | 4 | 5 |
| Cleanliness / hygiene of room and facilities                     | 1 | 2 | 3 | 4 | 5 |

### BREAKFAST SERVICE

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| Greeting extended and seated promptly                               | 1 | 2 | 3 | 4 | 5 |
| Grooming and uniform  | 1 | 2 | 3 | 4 | 5 |
| Speak to the guest in a friendly, enthusiastic and courteous manner | 1 | 2 | 3 | 4 | 5 |
| Technical skills and knowledge of staff                             | 1 | 2 | 3 | 4 | 5 |
| Timely delivery for a la carte dishes                               | 0 | 1 | 2 |   |   |
| Pleasant parting salutation   | 0 | 1 | 2 |   |   |

**Breakfast Score:** /60

**Breakfast Comments:**

### LUNCH/DINNER (Food)

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Name of Restaurant chosen to dine in         |   |   |   |   |   |
| Which meal judged lunch or dinner            |   |   |   |   |   |
| Pleasant ambience, background music/lighting | 0 | 1 | 2 | - | - |
| Menu presentation & innovation               | 1 | 2 | 3 | 4 | 5 |

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Menu selection, diversity & availability     | 1 | 2 | 3 | 4 | 5 |
| Food presentation                            | 1 | 2 | 3 | 4 | 5 |
| Quality of food                              | 1 | 2 | 3 | 4 | 5 |
| Food served at the correct temperature       | 1 | 2 | 3 | 4 | 5 |
| Accuracy of dish description                 | 1 | 2 | 3 | 4 | 5 |
| Cleanliness / hygiene of room and facilities | 1 | 2 | 3 | 4 | 5 |

### LUNCH/DINNER (Beverage)

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Accuracy/presentation of wine list   | 1 | 2 | 3 | 4 | 5 |
| Wine matching descriptions listed on menus                                   | 0 | 1 | 2 | - | - |
| Variety of wines offered by the glass  | 1 | 2 | 3 | 4 | 5 |
| Variety of local/imported beers, wines, spirits, cocktails, soft drinks, etc | 1 | 2 | 3 | 4 | 5 |
| Beverage served at the correct temperature                                   | 1 | 2 | 3 | 4 | 5 |
| Accuracy of account  | 0 | 1 | 2 | - | - |

### LUNCH/DINNER SERVICES

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| Greeting extended and seated promptly                               | 1 | 2 | 3 | 4 | 5 |
| Order taken in a timely manner                                      | 1 | 2 | 3 | 4 | 5 |
| Staff grooming and uniform  | 1 | 2 | 3 | 4 | 5 |
| Speak to the guest in a friendly, enthusiastic and courteous manner | 1 | 2 | 3 | 4 | 5 |
| Suggestive selling of beverages                                     | 1 | 2 | 3 | 4 | 5 |
| Timely delivery   | 1 | 2 | 3 | 4 | 5 |
| Product knowledge and technical skills                              | 1 | 2 | 3 | 4 | 5 |
| Parting salutation  | 0 | 1 | 2 |   |   |

**Lunch/Dinner Score:** **/98**

**Lunch/Dinner Comments:**

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### ROOM SERVICE

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Agent using guest name when ordering                   | 0 | 1 | 2 | - | - |
| Agent confirming order and indicating time of delivery | 0 | 1 | 2 | - | - |
| Menu presentation and innovation                       | 1 | 2 | 3 | 4 | 5 |
| Menu selection, diversity and availability             | 1 | 2 | 3 | 4 | 5 |
| Trolley/tray presentation                              | 1 | 2 | 3 | 4 | 5 |

|  |   |   |   |   |   |  |
|--|---|---|---|---|---|--|
| Food presentation  | 1 | 2 | 3 | 4 | 5 |  |
| Food quality   | 1 | 2 | 3 | 4 | 5 |  |
| Food served at the correct temperature                                       | 1 | 2 | 3 | 4 | 5 |  |
| Accuracy of dish description   | 1 | 2 | 3 | 4 | 5 |  |
| Timely delivery  | 1 | 2 | 3 | 4 | 5 |  |
| Technical skills of staff  | 1 | 2 | 3 | 4 | 5 |  |
| Staff grooming and uniform   | 1 | 2 | 3 | 4 | 5 |  |
| Speak to the guest in a friendly, enthusiastic and courteous tone and manner | 1 | 2 | 3 | 4 | 5 |  |
| Pick-up of tray / trolley  | 0 | 1 | 2 | - | - |  |
| Accuracy of account  | 0 | 1 | 2 | - | - |  |
| Pleasant parting salutation  | 0 | 1 | 2 | - | - |  |

**Room service Score:**

**/65**

**Room service Comments:**

**HOTEL BAR**

|   |   |   |   |   |   |  |
|---|---|---|---|---|---|--|
| Presentation of beverage list                           | 1 | 2 | 3 | 4 | 5 |  |
| Product variety, cocktails, beers, spirits, wines, etc. | 1 | 2 | 3 | 4 | 5 |  |
| Quality of nibbles offered                              | 1 | 2 | 3 | 4 | 5 |  |

**HOTEL BAR SERVICE**

|  |   |   |   |   |   |  |
|--|---|---|---|---|---|--|
| Greeting extended and order taken in timely manner                           | 1 | 2 | 3 | 4 | 5 |  |
| Suggestive selling of beverages  | 1 | 2 | 3 | 4 | 5 |  |
| Speak to the guest in a friendly, enthusiastic and courteous tone and manner | 1 | 2 | 3 | 4 | 5 |  |
| Grooming and uniform   | 1 | 2 | 3 | 4 | 5 |  |
| Efficiency of service  | 1 | 2 | 3 | 4 | 5 |  |
| Staff technical skill & knowledge  | 1 | 2 | 3 | 4 | 5 |  |
| Accuracy of account  | 0 | 1 | 2 | - | - |  |
| Knowledge of responsible service of alcohol                                  | 1 | 2 | 3 | 4 | 5 |  |
| Pleasant parting salutation  | 0 | 1 | 2 | - | - |  |

**Hotel Bar Score:**

**/54**

**Hotel Bar Comments:**



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**SERVICE EXTRAS**

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|   |   |   |   |  |
|---|---|---|---|--|
| Quality of additional complimentary refreshments offering i.e. complimentary canapés and drinks at certain times of day | 0 | 1 | 2 |  |
|---|---|---|---|--|

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**Service Extras Score:** /2

**Service Extras Comments:**

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**ENVIRONMENTAL SUSTAINABILITY**

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|  |   |   |   |  |
|--|---|---|---|--|
| Evidence of in-house recycling programs              | 0 | 1 | 2 |  |
| Evidence of support for environmental sustainability | 0 | 1 | 2 |  |
| Best practice in waste management                    | 0 | 1 | 2 |  |
| Energy saving initiatives                            | 0 | 1 | 2 |  |
| Water saving initiatives                             | 0 | 1 | 2 |  |

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**Environmentally Sustainability Score:** /10

**Environmentally Sustainability Comments:**

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**JUDGES OVERALL EXPERIENCE:** 1 2 3 4 5 6 7 8 9 10 /10

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**➔ TOTAL SCORE** /639

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